



# Health & Human Services Gateway Application Inbox Newsletter

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## Helpful Links

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## Welcome Application Inbox Users

As part of Virtual Gateway release 2.0, the Common Intake application was expanded to include intake for some EOHHS Disability services, including:

- Soldiers' Home Chelsea
- Soldiers' Home Holyoke
- Department of Mental Retardation Services
- Home Care/Elder Support Services
- Massachusetts Commission for the Blind Services
- Massachusetts Rehabilitation Vocation Rehabilitation Services
- Massachusetts Commission for the Deaf and Hard of Hearing



These programs, as well as Women, Infants, and Children Nutrition (WIC), use the Application Inbox feature of Common Intake as a container for receiving applications and inquiries. You can use your Application Inbox to search, sort, forward, view, print, and make status updates to applications and inquiries.

We'd like to take this opportunity to welcome you as new users of the Virtual Gateway!

## Application Inbox Quick Tips

The Application Inbox is a powerful tool that will help you process applications and inquiries. Here are some tips for using the Application Inbox:



### Don't Double-Click Buttons

In the Application Inbox, as in most online applications such as Google.com, links and buttons are designed so you only have to click them once. Clicking them twice can actually confuse the system, slow down the process, or even take you somewhere you don't want to go!

### Check Your Inbox Regularly

As an Application Inbox worker, it's important to remember to check your Inbox on a regular basis—just as you would check your voice mail messages, email messages, or your US mail.

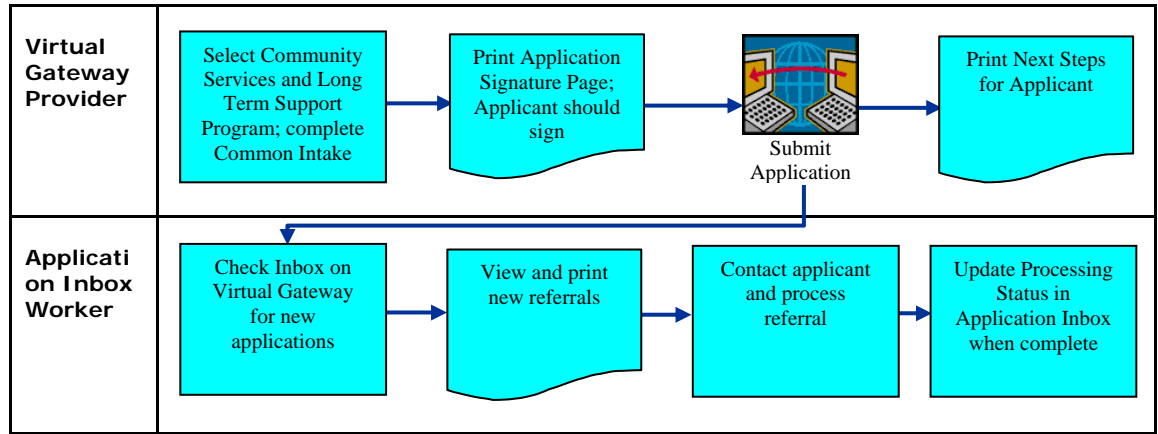
You can use the workflow below to help make the Inbox process run smoothly:

## Contact Us

Virtual Gateway  
Help Desk

800-421-0938

(TTY: 617-988-  
3301)



## Narrow Your Search Criteria

When you search for applications in your Inbox, **only the first 200 matches** will display. You can use the **Previous** | **Next** links at the bottom of the page to navigate through the results. If the application you are searching for is not displayed, try narrowing your search by entering more information into the search fields and conduct the search again. For example, you might enter a date range, or search for applications using the first two letters of the applicant's name.

The screenshot shows the 'Application Inquiry Search' interface. Red arrows point to the search filters, the search results table, the 'Showing 1-10 of 200' indicator, and the 'Previous | Next' navigation links. The search filters include fields for Application/Inquiry Number, Applicant Name (Last and First), Application/Inquiry Status (a dropdown menu), and Submitted Date Range (From and To date pickers). The search results table has columns for Application/Inquiry No., Program Name, Name, Date Submitted, Application/Inquiry Status, Processing Status, and Organization. The first three results are for 'Women, Infant and Children (WIC) Services' with names Larissa Santos, Sammy Sample, and Teddy Ramos, all dated 09/22/2005 and with a 'Pending Agency Response' status. The fourth result is for 'Services for children with mental retardation or developmental disabilities' with name Joey Kanner, dated 09/21/2005, and also with a 'Pending Agency Response' status. The interface includes 'Search', 'Reset', and 'Home' buttons, and a 'Change Application/Inquiry Status' button at the bottom.

Application/Inquiry No.	Program Name	Name	Date Submitted	Application/Inquiry Status	Processing Status	Organization
<input type="checkbox"/> 123161	Women, Infant and Children (WIC) Services	<a href="#">Larissa Santos</a>	09/22/2005	New	Pending Agency Response	Dept of Public Health WIC
<input type="checkbox"/> 123157	Women, Infant and Children (WIC) Services	<a href="#">Sammy Sample</a>	09/22/2005	New	Pending Agency Response	Dept of Public Health WIC
<input type="checkbox"/> 123156	Women, Infant and Children (WIC) Services	<a href="#">Teddy Ramos</a>	09/22/2005	New	Pending Agency Response	Dept of Public Health WIC
<input type="checkbox"/> 123123	Services for children with mental retardation or developmental disabilities	<a href="#">Joey Kanner</a>	09/21/2005	New	Pending Agency Response	DMR Northeast Region

## Virtual Gateway Help Desk

The Virtual Gateway Help Desk staff is here to assist you.

**Virtual Gateway Help Desk**  
9 AM to 5 PM, Monday – Friday  
800-421-0938  
617-988-3301 (TTY)